

# Clear communication in health care – we all win.

A Business Case for Quality French-Language Health Care  
Translation-Interpretation and Navigation Services as Transitional Solutions.


*Submitted to:*

Les réseaux santé – Partenariat Communauté en santé du Yukon (PSC)  
and le Réseau Santé en Français de Terre-Neuve-et-Labrador (RSFTNL)



*By*

Hubert Gauthier Conseil Gestion ( HGCG )

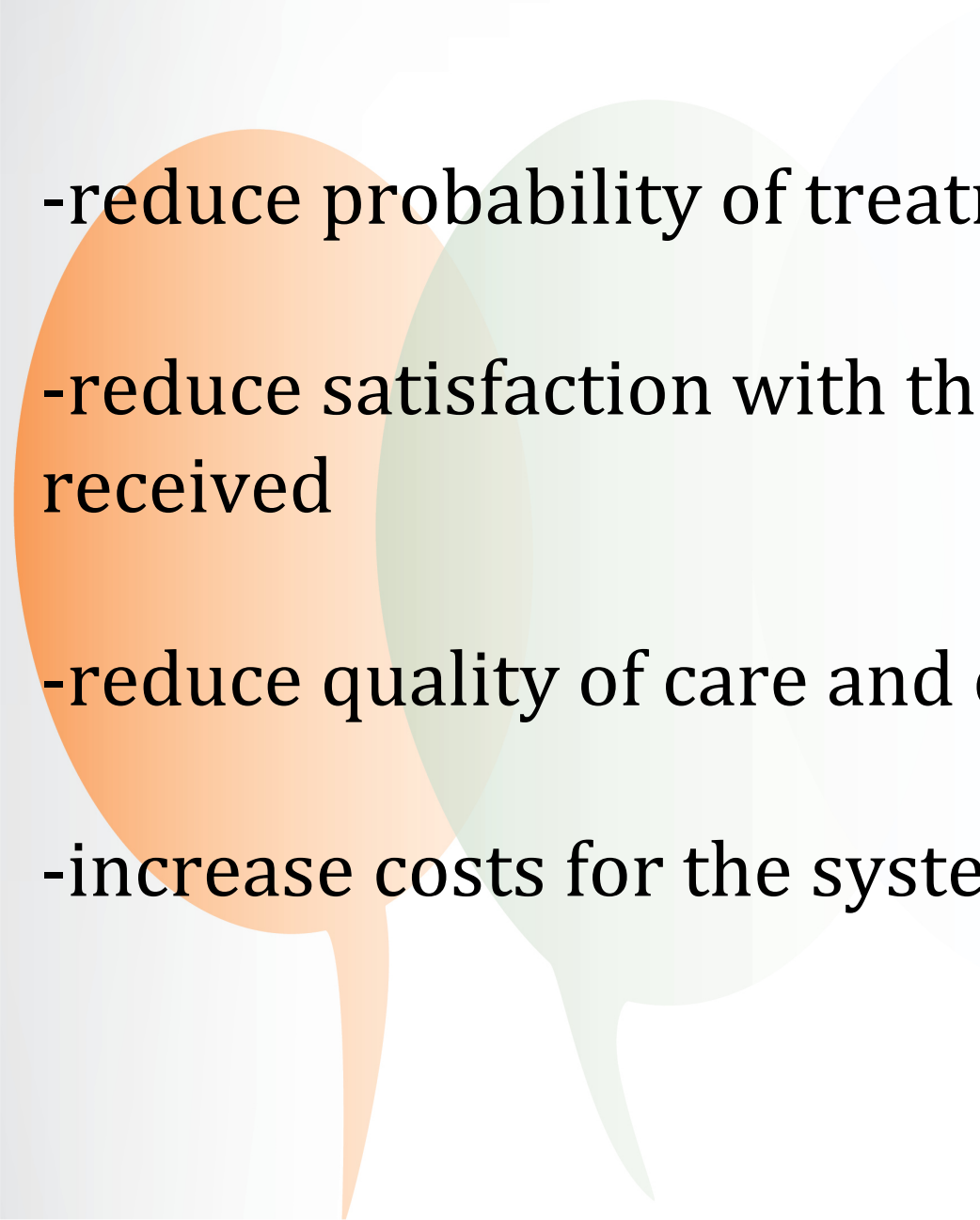



Many reports, studies and research projects prove that in health care, clear communication is a win win situation.

In Canada, between 50% and 55% of Francophones in minority communities often have little or no access to health services in their mother tongue.

# Language barriers:

- reduce recourse to preventive services
- increase:
  - consultation time
  - the number of diagnostic tests
  - the likelihood of diagnostic and treatment errors

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- reduce probability of treatment compliance
  - reduce satisfaction with the care and services received
  - reduce quality of care and outcomes
  - increase costs for the system



Linguistic competence is related to quality of care in synch with the six principles of quality care recognized by the Institute of Medicine.

## Safety

- avoiding misdiagnosis, protecting patients from exposure to unnecessary risks and ensuring that the patient can provide informed consent

## Effectiveness

- care systems need access to information systems to enable them to detect care and health disparities based on linguistic and cultural characteristics



## Patient-centeredness

- empathy, responsiveness to needs, values and preferences of the individual patient

- these attitudes and skills are central to linguistic and cultural competence

## Equity

- care must not vary because of language or culture

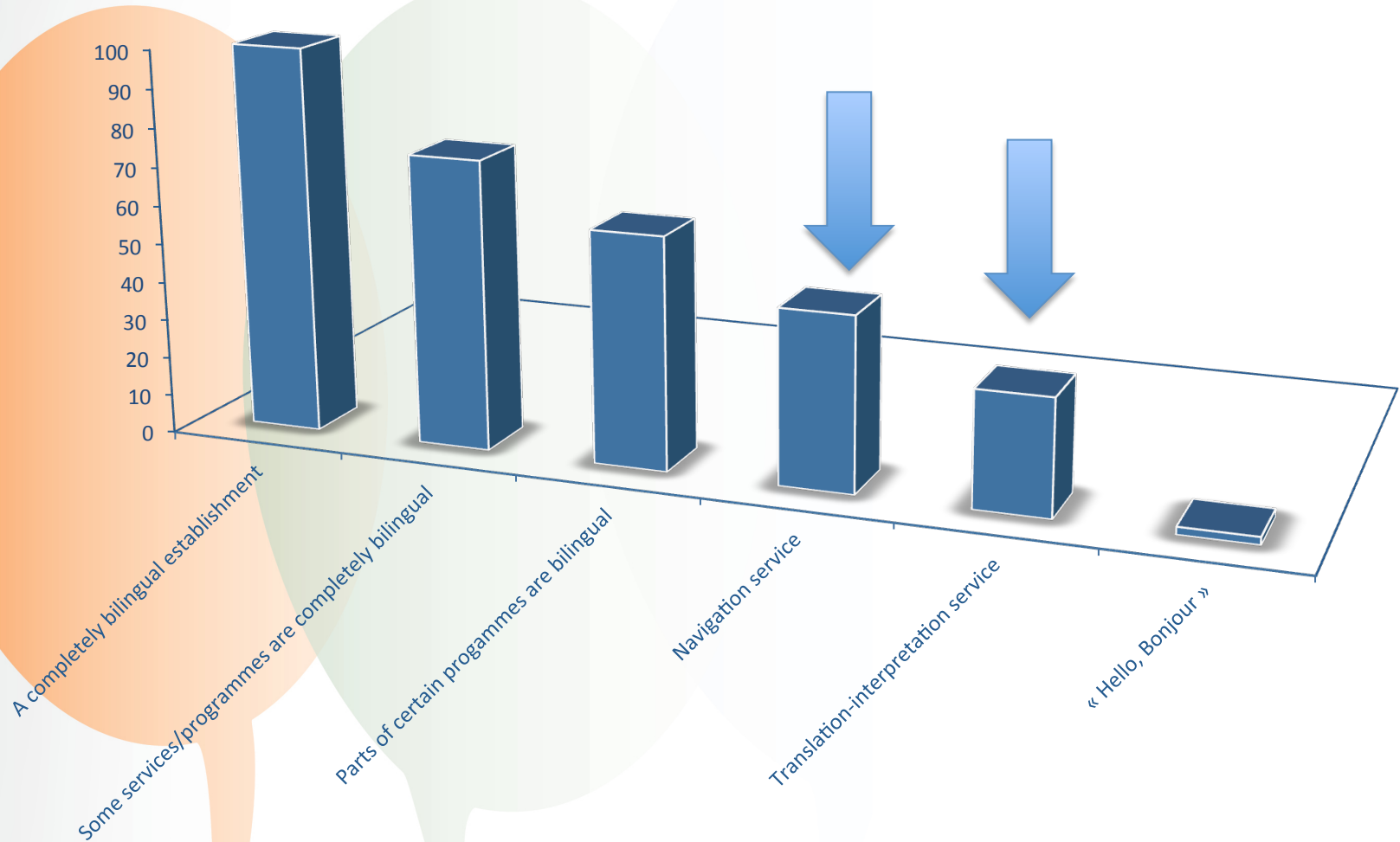


## Timeliness and Efficiency

Linguistic and cultural barriers may contribute to increased length of stay in the hospital or longer wait times



# But a range of solutions exists:

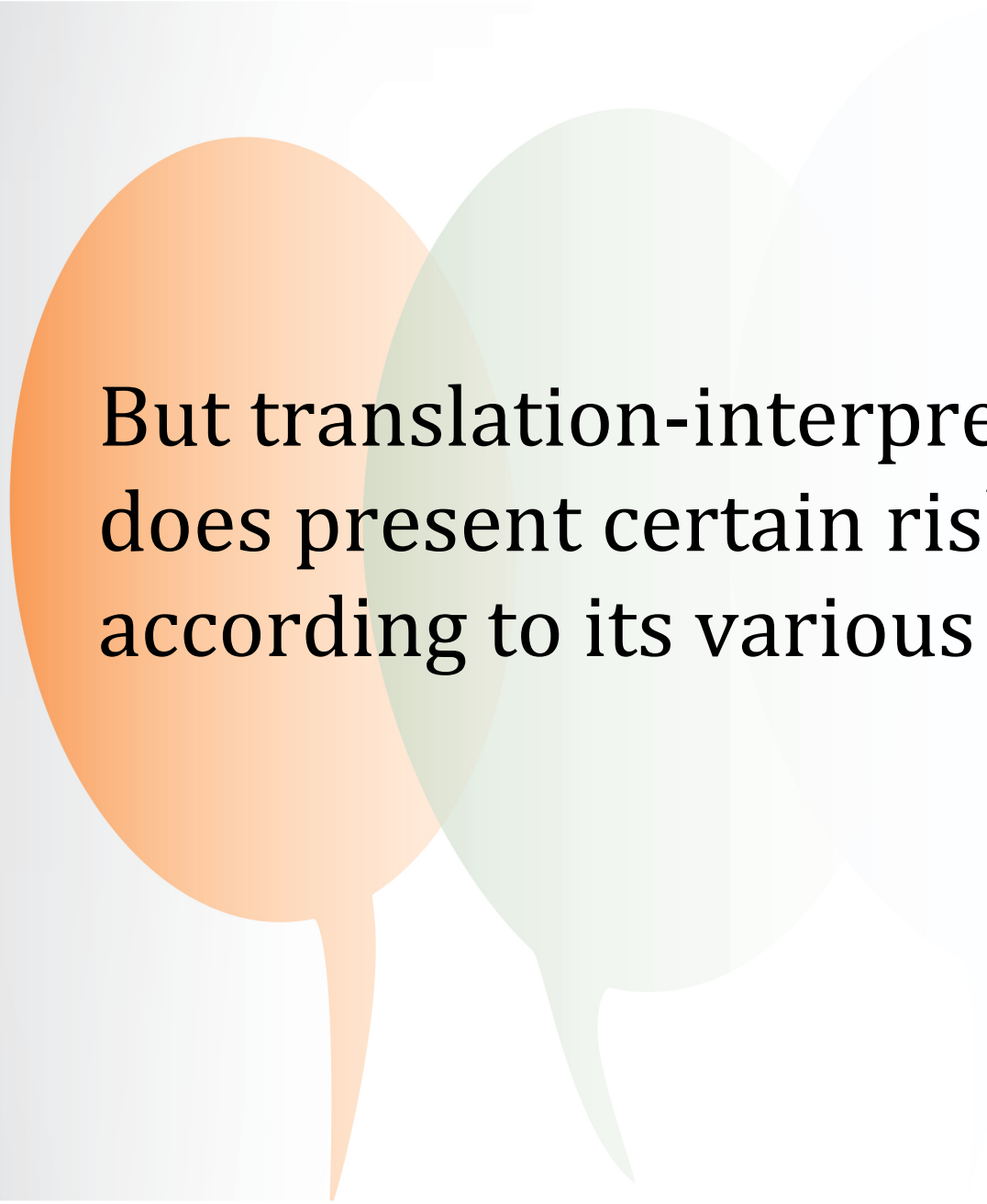




In Newfoundland and Labrador and the Yukon, translation-interpretation and navigation can be transitory solutions.

- Translation-interpretation allows for a bilingual person to serve as an interpreter and intermediary between the health professionals and the client/patient.


- Navigation helps the client navigate the complex world of health services.



But translation-interpretation  
does present certain risks  
according to its various models.

# Models of translation-interpretation (advantages and disadvantages)

- Chance interpreters  
and untrained interpreters
- Bilingual health care providers
- On-site interpreters
- Telephone interpreters

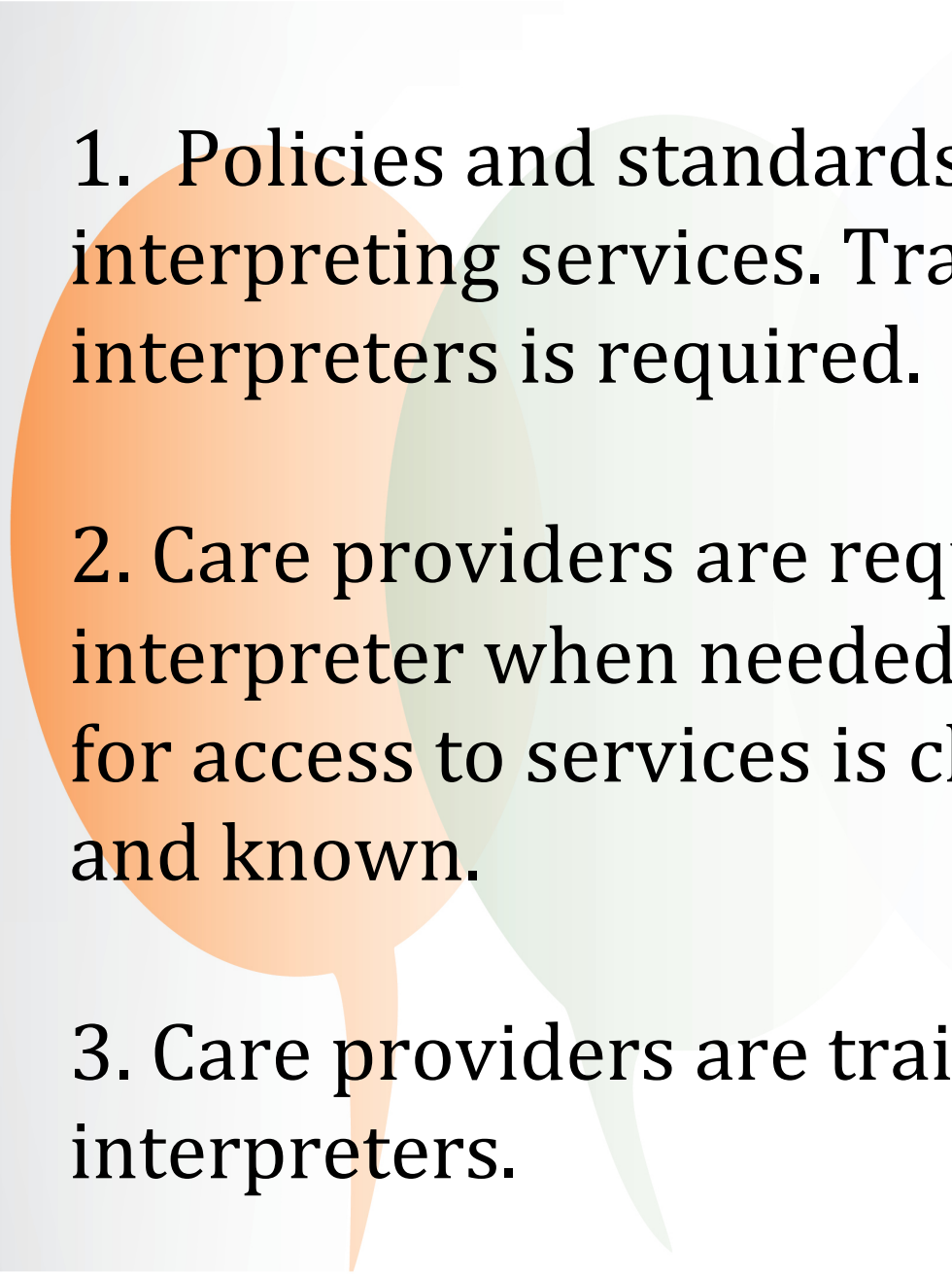


As seen, translation-interpretation  
does present certain risks.



To avoid these risks and many more problems, translation-interpretation services must follow precise rules.

There is international consensus on the following 12 best practice rules.

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1. Policies and standards ensure free interpreting services. Training of interpreters is required.
  2. Care providers are required to use an interpreter when needed. The procedure for access to services is clearly specified and known.
  3. Care providers are trained to work with interpreters.



4. Guidelines exist for communicating through an interpreter.

5. Only trained interpreters are used. Family and friends are used only at a user's request.

6. Training for interpreters includes guidance in care programs, ethics and medical terminology.





7. Training for interpreters must be at least 40 hours.

8. Users receive information on their rights regarding interpreting services.

9. Interpreting services are the responsibility of senior management.



10. Data are recorded on requests for service.

11. The job profile of interpreter must be recognized.

12. A process for the assessment of interpreting services is established.



# Navigation and its 5 models

(advantages and disadvantages)


- Professional navigation (non-clinical)
- Professional navigation (clinical)



-Non-professional navigation by peers or volunteers

-Self-navigation

-Navigation based on a population approach



A good translation-interpretation and navigation service represents a step in the right direction in order to provide Francophones in minority situations better access to health care in their mother tongue.

The real issue:  
quality of services.



Partenariat  
communauté  
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